

In the Claims

Please cancel claims 20, 21, and 28, without prejudice.

The status of claims in the case is as follows:

1. [Previously amended] A method for defining the measures of performance of a customer information technology organization, comprising the steps of:

identifying customer performance goals including behaviors exhibited in meeting said goals;

BI
building in a computer a measurement model in response to said customer performance goals, said model including a plurality of metrics;

performing in said computer gap analysis of said model to determine which of said metrics are already collected by said organization and process capabilities for data collection;

identifying new data collection sources for those metrics which are not already collected by said

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organization;

implementing tools and processes for gathering said
metrics;

generating in said computer measurement reports from
said metrics;

said building step including building a first draft
measurement model and a second draft measurement model;

B1
building said first draft measurement model by
selectively executing a first prioritization process
and a second prioritization process;

said first prioritization process determining for each
said metric a relationship with each said behavior
satisfied by said metric;

said second prioritization process determining for each
said metric a relationship with each other metric; and

building said second draft measurement model by
selecting metrics prioritized selectively by behaviors

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satisfied and related metrics.

1 2. [Original] The method of claim 1, said building step
2 further comprising the step of:

3 selecting as said metrics those which satisfy
4 prioritized behaviors.

1 3. [Original] The method of claim 2, said building step
2 further comprising the step of:

3 selecting as said metrics those which also satisfy
4 related measures.

1 4. [Previously amended] A method for creating and using a
2 measurement model work product, comprising the steps of:

3 providing a target future business capabilities work
4 product for defining in a computer database customer
5 goals necessary to achieve through measurements;

6 translating said customer goals into a measurement
7 model work product defining account specific behaviors

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8 and measures that empirically demonstrate said
9 behaviors;

10 building said measurement model work product by
11 building a first draft measurement model and a second
12 draft measurement model;

13 building said first draft measurement model by
14 selectively executing a first prioritization process
15 and a second prioritization process;

B/ 16 said first prioritization process determining for each
17 said measure a relationship with each said behavior
18 satisfied by said measure;

19 said second prioritization process determining for each
20 said measure a relationship with each other measure;
21 and

22 building said second draft measurement model by
23 selecting measures prioritized selectively by behaviors
24 satisfied and related measures.

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1 5. [Original] The method of claim 4, further comprising
2 the step of:

3 defining a gap analysis work product specifying
4 differences between said measurement model work product
5 and current customer measurements to identify possible
6 deficiencies in organization measurement processes.

B/ 1 6. [Previously amended] A system for creating and using a
2 measurement model work product, comprising:

3 a target future business capabilities work product for
4 defining in a computer database customer goals
5 necessary to achieve through measurements; and

6 a measurement model work product for translating said
7 customer goals into account specific behaviors and
8 measures that empirically demonstrate said behaviors;

9 a computer for deriving said measurement model work
10 product from a first draft measurement model and a
11 second draft measurement model;

12 a first prioritization process and a second

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13 prioritization process for deriving said first draft
14 measurement model;

15 said first prioritization process determining for each
16 said measure a relationship with each said behavior
17 satisfied by said measure;

18 said second prioritization process determining for each
19 said measure a relationship with each other measure;
20 and

B/ 21 said computer building said second draft measurement
22 model by selecting measures prioritized selectively by
23 behaviors satisfied and related measures.

1 7. [Original] The system of claim 6, further comprising:

2 a gap analysis work product for specifying differences
3 between said measurement model work product and current
4 customer measurements to identify possible deficiencies
5 in organization measurement processes.

1 8. [Currently amended] A method for defining ~~the measures~~

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2 measurements of performance of a customer information
3 technology organization, comprising the steps of:

4 collecting into a competency-defined measurement
5 categories and measurements file in a computer database
6 definitions of selected categories of behavioral
7 measurements;

8 selecting from said file contract measurements;

9 said contract measurements being selected by building a
10 first draft measurement model and a second draft
11 measurement model;

12 building said first draft measurement model by
13 selectively executing a first prioritization process
14 and a second prioritization process;

15 said first prioritization process determining for each
16 said contract measurement a relationship with each said
17 behavioral measurement satisfied by said ~~measure~~
18 contract measurement;

19 said second prioritization process determining for each

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20 said behavioral measurement a relationship with each
21 other behavioral measurement;

22 building said second draft measurement model by
23 selecting behavioral measurements prioritized
24 selectively by behaviors satisfied and related
behavioral measurements;

implementing said contract measurements; and

using and maintaining said contract measurements.

B/

1 9. [Original] The method of claim 8, said categories
2 including human resources, quality, customer, cost and
3 schedule, process, and productivity and output categories of
4 behavioral measurements.

1 10. [Previously amended] System for formulating
2 measurement requirements that are to be implemented in an
3 engagement, comprising:

4 a current customer measurements work product for
5 detailing in a computer database current measurements
6 being collected and reported by a customer;

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7 a measurement model work product for translating
8 customer goals into account specific behaviors and
9 measures that empirically demonstrate said behaviors;

10 a computer for deriving said measurement model work
11 product from a first draft measurement model and a
12 second draft measurement model;

13 a first prioritization process and a second
14 prioritization process for deriving said first draft
15 measurement model;

16 said first prioritization process determining for each
17 said measure a relationship with each said behavior
18 satisfied by said measure;

19 said second prioritization process determining for each
20 said measure a relationship with each other measure;

21 said computer building said second draft measurement
22 model by selecting measures prioritized selectively by
23 behaviors satisfied and related measures; and

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24 a measurement gap analysis work product for defining in
25 said computer database differences between said current
26 measurements and said account specific behaviors and
27 measures.

1 11. [Original] The system of claim 10, further comprising:

2 an interface agreement work product for documenting
3 expectations for data collection;

4 a configuration script work product for configuring
5 tools required to implement said requirements;

6 a contract measurement business policy work product for
7 defining expectations of behavior required to support
8 said requirements; and

9 a scorecard work product for visualizing said
10 requirements.

1 12. [Currently amended] A measurement and performance
2 management method, comprising the steps of:

3 during a proposal contextual phase, developing in a

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4 computer database a measurement solution to be
5 delivered to a customer;

6 said developing step including building a first draft
7 measurement model and a second draft measurement model;

8 building said first draft measurement model by
9 selectively executing a first prioritization process
10 and a second prioritization process;

 11 said first prioritization process determining for each
12 ~~said~~ metric of a plurality of metrics a relationship
13 with each ~~said~~ behavior satisfied by said metric;

14 said second prioritization process determining for each
15 said metric a relationship with each other metric;

16 building said second draft measurement model by
17 selecting metrics prioritized selectively by behaviors
18 satisfied and related metrics;

19 during a due diligence phase, validating assumptions
20 and behavioral expectations in said measurement
21 solution; and

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22 during a transformation phase, transferring to said
23 customer resources and assets for implementing said
24 measurement solution as validated.

1 13. [Original] The method of claim 12, said developing
2 step comprising the further step of:

3 building said measurement solution responsive to inputs
4 from a measurement catalog work product and a target
5 future business capabilities work product.

1 14. [Original] The method of claim 13, said validating
2 step comprising the further step of:

3 executing a measurement gap analysis work product
4 responsive to inputs from a current customer
5 measurements work product, a future process design
6 points work product, a to-be organization design work
7 product and a to-be process design work product.

1 15. [Original] The method of claim 14, said transferring
2 step comprising the further step of:

3 pursuant to an interface agreement work product,


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4 providing an external interface requirements work
5 product, a configuration script work product, a
6 contract measurement business policy work product, a
7 scorecard work product, an end-user training materials
8 work product, and a deployment plan work product.

1 16. [Currently amended] System for formulating measurement
2 requirements that are to be implemented in an engagement,
3 comprising:

 4 means ~~operable during a proposal contextual phase~~ for
5 developing in a computer database a measurement
6 solution to be delivered to a customer;

7 means ~~operable during a due diligence phase~~ for
8 validating in said computer database assumptions and
9 behavioral expectations in said measurement solution;

10 means ~~operable during a transformation phase~~ for
11 transferring to said customer resources and assets for
12 implementing said measurement solution as validated;

13 computer means for deriving said measurement solution
14 from a first draft measurement model and a second draft

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15 measurement model;

16 a first prioritization process and a second
17 prioritization process for deriving said first draft
18 measurement model;

19 said first prioritization process determining for each
20 of a plurality of metrics a relationship with each said
21 behavior satisfied by said metric;

22 said second prioritization process determining for each
23 said metric a relationship with each other metric; and

24 said computer building said second draft measurement
25 model by selecting metrics for said measurement
26 solution prioritized selectively by behaviors satisfied
27 and related metrics.

1 17. [Currently amended] Method for executing a gap
2 analysis responsive to a measurement model and current
3 customer measurements, comprising the steps of:

4 building said measurement model from a first draft
5 measurement model and a second draft measurement model;

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6 building said first draft measurement model by
7 selectively executing a first prioritization process
8 and a second prioritization process;

9 said first prioritization process determining for each
10 of a plurality of measures a relationship with each of
11 a plurality of behaviors satisfied by said measure;

12 said second prioritization process determining for each
13 said measure a relationship with each other measure;

B/ 14 building said second draft measurement model by
15 selecting measures prioritized selectively by behaviors
16 satisfied and related measures;

17 mapping in a computer database said current measurement
18 model to said current customer measurements and
19 identifying measurement gaps;

20 identifying in said computer database measurements not
21 covered by said measurement model;

22 identifying nonproductive measurements; and

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23 identifying the impact to an organizational structure
24 and processes of said customer of said measurement
25 gaps; and

26 ~~identifying any other requirements for measurement~~
27 ~~program success.~~

1 18. [Currently amended] A canonical method for defining a
2 measurements model work product, comprising the steps of:

3 articulating envisioned business goals and behaviors;

4 operating a computer processor for enumerating and
5 defining behaviors and goals satisfied by said
6 behaviors in a computer database of existing contract
7 measurements metrics;

8 selecting potential measurements metrics for said
9 business goals and behaviors from said database;

10 operating said computer processor for prioritizing and
11 balancing said potential measurements metrics to
12 determine said measurement model work product;

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13 said prioritizing and balancing including building a
14 first draft measurement model and a second draft
15 measurement model;

16 building said first draft measurement model by
17 selectively executing within said computer processor a
18 first prioritization process and a second
19 prioritization process;

20 said first prioritization process determining for each
21 said potential metric from said selecting step a
22 relationship with each ~~said~~ behavior satisfied by said
23 potential metric;

24 said second prioritization process determining for each
25 said potential metric a relationship with each other
26 potential metric from said selecting step; and

27 building said second draft measurement model by
28 selecting potential metrics prioritized selectively by
29 behaviors satisfied and related potential metrics.

1 19. [Currently amended] System for defining a measurements
2 model work product, comprising:

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3 a first database for articulating envisioned business
4 goals and behaviors;

5 a second database for enumerating and defining
6 behaviors and goals satisfied by said behaviors
7 selected from existing contract ~~measurements~~ metrics;

8 means for selecting potential ~~measurements~~ metrics for
9 said business goals and behaviors from said second
10 database;

11 prioritizing and balancing means for determining from
12 said potential ~~measurements~~ metrics those metrics to be
13 included in said measurement model work product, said
14 prioritizing and balancing means including means for
15 deriving a first draft measurement model and a second
16 draft measurement model;

17 a first prioritization means and a second
18 prioritization means for deriving said first draft
19 measurement model;

20 said first prioritization means determining for each
21 said potential metric a relationship with each said

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22 behavior satisfied by said potential metric;

23 said second prioritization means determining for each

24 said potential metric a relationship with each other

25 potential metric; and

26 said ~~computer~~ prioritizing and balancing means building

27 said second draft measurement model by selecting

28 potential metrics prioritized selectively by behaviors

29 satisfied and related potential metrics.

B/ 1 20. [Canceled]

2 21. [Canceled]

1 22. [Currently amended] A program storage device readable
2 by a machine, tangibly embodying a program of instructions
3 executable by a machine to perform method steps for defining
4 the measures of performance of a customer information
5 technology organization, said method steps comprising:

6 identifying customer performance goals;

7 building a model in response to the customer goals

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8 including a plurality of primitive metrics;

9 performing gap analysis of [[the]] said model to
10 determine which of [[the]] said primitive metrics are
11 already collected by said organization and [[the]]
12 process capabilities for data collection;

13 identifying new data collection sources for those
14 primitive metrics which are not already collected by
15 said organization;

 16 implementing tools and processes for gathering said
17 primitive metrics; and

18 generating measurement reports from said primitive
19 metrics;

20 said building step including building a first draft
21 measurement model and a second draft measurement model;

22 building said first draft measurement model by
23 selectively executing a first prioritization process
24 and a second prioritization process;

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25 said first prioritization process determining for each
26 said primitive metric a relationship with each said
27 behavior satisfied by said primitive metric;

28 said second prioritization process determining for each
29 said primitive metric a relationship with each other
30 primitive metric; and

31 building said second draft measurement model by
32 selecting primitive metrics prioritized selectively by
33 behaviors satisfied and related primitive metrics.

23. [Previously amended] A program storage device readable
by a machine, tangibly embodying a program of instructions
executable by a machine to perform method steps for creating
and using a measurement model work product, said method
steps comprising:

6 providing a target future business capabilities work
7 product for defining customer goals necessary to
8 achieve through measurements;

9 translating said customer goals into a measurement
10 model work product defining account specific behaviors

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11 and measures that empirically demonstrate said
12 behaviors;

13 building said measurement model work product by
14 building a first draft measurement model and a second
15 draft measurement model;

16 building said first draft measurement model by
17 selectively executing a first prioritization process
18 and a second prioritization process;

19 said first prioritization process determining for each
20 said measure a relationship with each said behavior
21 satisfied by said measure;

22 said second prioritization process determining for each
23 said measure a relationship with each other measure;
24 and

25 building said second draft measurement model by
26 selecting measures prioritized selectively by behaviors
satisfied and related measures.

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1 24. [Currently amended] A program storage device readable
2 by a machine, tangibly embodying a program of instructions
3 executable by a machine to perform method steps for defining
4 the measures of performance of a customer information
5 technology organization, said method steps comprising:

6 collecting into a competency-defined measurement
7 categories and measurements file definitions of
8 selected categories of behavioral measurements;

9 selecting from said file contract measurements;

10 said contract measurements being selected by building a
11 first draft measurement model and a second draft
12 measurement model;

13 building said first draft measurement model by
14 selectively executing a first prioritization process
15 and a second prioritization process;

16 said first prioritization process determining for each
17 said contract measurement a relationship with each said
18 behavioral measurement satisfied by said ~~measure~~
19 contract measurement;

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20 said second prioritization process determining for each
21 said behavioral measurement a relationship with each
22 other behavioral measurement;

23 building said second draft measurement model by
24 selecting behavioral measurements prioritized
25 selectively by behaviors satisfied and related
26 behavioral measurements;

27 implementing said contract measurements; and

28 using and maintaining said contract measurements.

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10 building said first draft measurement model by
11 selectively executing a first prioritization process
12 and a second prioritization process;

13 said first prioritization process determining for each
14 [[said]] potential metric of a plurality of potential
15 metrics a relationship with each [[said]] behavior
16 satisfied by said potential metric;

17 said second prioritization process determining for each
18 said potential metric a relationship with each other
19 potential metric;

20 building said second draft measurement model by
21 selecting potential metrics prioritized selectively by
22 behaviors satisfied and related potential metrics;

23 during a due diligence phase, validating assumptions
24 and behavioral expectations in said measurement
25 solution; and

26 during a transformation phase, transferring to said
27 customer resources and assets for implementing said
28 measurement solution as validated.

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1 ~~24~~ 28. [Currently amended] A program storage device readable
2 by a machine, tangibly embodying a program of instructions
3 executable by a machine to perform method steps for
4 executing a gap analysis responsive to a measurement model
5 and current customer measurements, said method steps
6 comprising:

7 building said measurement model from a first draft
8 measurement model and a second draft measurement model;

9 building said first draft measurement model by
10 selectively executing a first prioritization process
11 and a second prioritization process;

12 said first prioritization process determining for each
13 of a plurality of measurements a relationship with each
14 of a plurality of behaviors satisfied by said
15 measurements;

16 said second prioritization process determining for each
17 said measurement a relationship with each other
18 measurement;

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19 building said second draft measurement model by
20 selecting measurements prioritized selectively by
21 behaviors satisfied and related ~~measures~~ measurements;
22 mapping said current measurement model to said current
23 customer measurements and identifying measurement gaps;
24 identifying measurements not covered by said
25 measurement model;
26 identifying nonproductive measurements; and
27 identifying the impact to an organizational structure
28 and processes of said customer of said measurement
29 gaps, ~~and~~
30 ~~identifying any other requirements for measurement~~
31 ~~program success.~~

1 27. [Currently amended] A program storage device readable
2 by a machine, tangibly embodying a program of instructions
3 executable by a machine to perform method steps for defining
4 a measurements model work product, said method steps
5 comprising:

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6 articulating envisioned business goals and behaviors;
7 enumerating and defining behaviors and goals satisfied
8 by said behaviors in a database of existing contract
9 measurements;
10 selecting potential measurements for said business
11 goals and behaviors from said database;
12 prioritizing and balancing said potential measurements
13 to determine said measurement model work product;
14 said prioritizing and balancing including building a
15 first draft measurement model and a second draft
16 measurement model;
17 building said first draft measurement model by
18 selectively executing a first prioritization process
19 and a second prioritization process;
20 said first prioritization process determining for each
21 said metric potential measurement a relationship with
22 each said behavior satisfied by said metric potential
23 measurement;

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24 said second prioritization process determining for each
25 said ~~metric~~ potential measurement a relationship with
26 each other ~~metric~~ potential measurement; and

27 building said second draft measurement model by
28 selecting ~~metrics~~ potential measurements prioritized
29 selectively by behaviors satisfied and related ~~metrics~~
30 potential measurements.

28. [Canceled]

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